01 June 2000

MEMORANDUM FOR ALL AFPC BEST SERVICED EMPLOYEES

FROM: HQ AFPC/DPCMB
        550 C Street West, Ste 57
        Randolph AFB TX 78150-4759

SUBJECT: New Personal Identification Number (PIN) Module Change - BEST Telephone
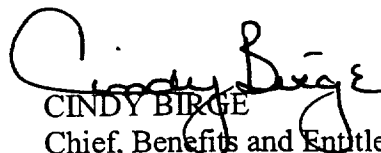   Automated System

      We are pleased to announce we are enhancing the BEST telephone automated system in early June 00 to better serve our customers. Now, instead of waiting for normal business hours, if you have forgotten your PIN, the system gives you the ability to establish a new PIN without the assistance of a counselor. Upon entering the system, it will ask you to press 1 to enter your Social Security Number (SSN) and PIN, or press 2 if you have forgotten your PIN. If you know your PIN, you will press 1 and continue as normal. If you have forgotten your PIN, you will need the following information, which can be obtained from your Leave and Earnings Statement (LES): your social security number, date of birth, service computation date for leave, civilian pay plan, grade, and step. Once the system verifies this information against the data contained in the Defense Civilian Personnel Data System, it will ask you to input a six-digit number of your choice that complies with the DoD security guidelines voiced in the system. To comply, your PIN must be a combination of numbers that are not easily identifiable. Thus, your PIN cannot repeat the same number, not equal the first or last six digits of your social security number, not equal your date of birth or service computation date for leave, and not include any single number repeated three or more times. If your PIN meets these security guidelines, you will be prompted to enter your six-digit PIN again. If both entries match, you will hear "Your PIN has been changed." You can then proceed through the automated system as normal.

      You can also change your PIN in the Employee Benefits Information System (EBIS) located at http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm, also known as the web automated system. You can do so by clicking on "PIN," followed by "I don't remember my PIN." The system will prompt you to provide the same security information identified above. Once the system validates this information, you will be allowed to select a new six-digit PIN.

      Due to our system enhancement, you will no longer be transferred to a counselor by entering the incorrect SSN/PIN combination three consecutive times within the same phone call. However, should you need to speak to a counselor, you can do so through the telephone automated system by pressing "0" within any of the benefit areas. We recommend you access the area that relates to your call, allowing us to direct your call to the proper personnel through a process called skills-based routing. For example, if you need to talk with a counselor about a health benefits issue, press 1, retirement press 2; Thrift Savings Plan press 3, or life insurance

press 4. Then, if calling between 7 a.m. - 5 p.m. Central Standard Time, you will press "0" to be transferred to a counselor.

We have also attached our new documents on how to access the telephone or web automated systems. We are excited about these changes. We hope the new enhancements will enable you to access the system with ease.

CINDY BIRGE
Chief, Benefits and Entitlements Branch
Special Operations Division
Directorate of Civilian Personnel Operations

Attachments:
1. Access Via Phone
2. Access Via Web

How to Access the Benefits and Entitlements Telephone Automated System

If using the telephone system, you will:

Dial 1-800-997-2378 or 527-2378, if calling within the San Antonio area. If you are calling outside the United States, you will dial an AT&T or MCI direct access number for the country you are calling from, then enter 800-997-2378. If you are hearing impaired, you can access the web-automated system or contact a counselor by calling 1-800-382-0893 or 565-2276, if calling within the San Antonio area.

Press "2" to access the Benefits and Entitlements Services System

Press "1" for current Air Force serviced employees

Press "1" to enter your social security number and PIN; Press "2" if you have forgotten your PIN.

If you press 1, the system will ask you to enter your social security number and PIN. Listen carefully, the system will tell you if it's looking for a four-digit or six-digit PIN. The first time you access the automated system, your PIN will be a four-digit number equivalent to your month and year of birth, for example, June 1960 will be 0660. The system will then require you to change your PIN to a six-digit number of your choice, as long as it meets the DoD security guidelines listed below. This six-digit PIN will continue to be your PIN until you change it. If this is not your first time accessing the automated system, your PIN should be a six-digit number that you personally selected.

If you press 2, the system will allow you to reset your PIN to a new six-digit numeric code of your choice, once you provide the following information, which can be obtained from your Leave and Earnings Statement (LES): your social security number, date of birth, service computation date for leave, civilian pay plan, grade, and step. Once the system verifies this information, it will ask you to input a six-digit number of your choice that complies with the DoD security guidelines voiced in the system. To comply, your PIN must be a combination of numbers that are not easily identifiable. Thus, your PIN cannot repeat the same number, not equal the first or last six digits of your social security number, not equal your date of birth or service computation date for leave, and not include any single number repeated three or more times. If your PIN meets these security guidelines, you will be prompted to enter your six-digit PIN again. If both entries match, you will hear "Your PIN has been changed."

The system will voice the duty phone on file for you. If it is correct, press 1, otherwise press 2. (Overseas employees should exclude their country code.)

Once you have cleared the PIN and telephone verification modules, you will press 1 for Federal Employees Health Benefits (FEHB), 2 for Retirement, 3 for Thrift Savings Plan (TSP), 4 for Federal Employees Group Life Insurance (FEGLI), 5 for Benefit News, 6 to request a Faxed Document, 9 to Exit the system.

If you need to speak to a benefits counselor, you can press "0" within any of the benefit areas identified above, and your call will be transferred to a counselor during normal business hours. We recommend that you access the area that relates to your call, i.e., 1 for FEHB, 2 for Retirement, 3 for TSP, 4 for FEGLI, then press 0 to be transferred to a counselor. Counselors are available Monday - Friday, from 7 a.m. - 5 p.m. Central Standard Time.

How to Access the Employee Benefits Information System (EBIS)

You will access EBIS at http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm.
EBIS is also referred to as the web-automated system.

Input your User-ID and password and press "Submit."

If this is your first time accessing EBIS, you will need to create a User-ID and password as follows:

- Click on the EBIS Security Log On button, which will take you to the AFPC Secure Web Sites Login
- Click on "Civilian" at the bottom of the screen
- The Civilian Verification Screen will appear, where you will enter your SSN, Date of Birth, Service Computation Date for Leave, Pay Plan, Grade, and Step. (You can obtain this information from your Leave and Earnings Statement.)
- Once the system accepts this information, you will create a User-Id and Password. The User-Id will default to your SSN unless you enter a different User-Id. The system will require you to enter a valid e-mail address either at home or work. If you do not have an e-mail at home or work, you may obtain a free e-mail account from many Internet sources such as Hotmail.com. After acceptance of your User-Id and password, you will click on "Return to Login Screen." The system will take you back to the AFPC Secure Web Sites Login, where you will input your newly created User-Id and password and press "Submit."

If you have already established a User-Id and password, you will input it. If you have forgotten your User-Id and/or password, you will need to call the help-desk number at the bottom of the screen.

Click on EBIS. This will take you to the EBIS web transactions' area, where you will conduct your benefits transactions.

Click on the menu item that correlates to the benefits transaction you are trying to complete. (For example, choose retirement for an annuity estimate or "Personal Statement of Benefits."

You will need to input your SSN and PIN to access your records. Your PIN is the same for the telephone and web-automated system. If you have forgotten your PIN, you may click on the "PIN" button on the toolbar, followed by clicking on "I don't remember my PIN." The system will prompt you to provide your SSN, Date of Birth, Service Computation Date for Leave, Pay Plan, Grade, and Step. Once the system verifies this information, you will be allowed to select a new six-digit PIN.

If you need to reach a counselor, you will dial 1-800-997-2378 or 527-2378, if calling within the San Antonio area. If you are calling outside the United States, you will dial an AT&T or MCI direct number for the country you are calling from, then enter 800-997-2378. If you are hearing impaired, you can reach a counselor by dialing 1-800-382-0893 or 565-2276, if calling within the San Antonio area. Counselors are available Monday - Friday, from 7 a.m. - 5 p.m. Central Standard Time.